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June 28, 2012

WRITER'S CONTACT INFORMATION

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VIA ECFS, ELECTRONIC MAIL, AND FEDERAL EXPRESS

Ms. Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12th Street SW Washington, DC 20554

Ms. Karen Majcher Vice President of the High Cost and Low Income Division Universal Service Administrative Company 2000 L Street NW, Suite 200 Washington, DC 20036

Mr. Reece McAlister **Executive Secretary** Georgia Public Service Commission 244 Washington Street, SW Atlanta, GA 30334

RE: §54.313 - Annual Reporting Requirements for High-cost Recipients Public Service Telephone Company, Post Office Box 397, Reynolds, GA, 31076

Dear Ms. Dortch, Ms. Majcher, and Mr. McAlister:

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Commission's Rules, enclosed herewith is the high-cost recipient annual report for 2012 of Public Service Telephone Company. A copy of this report was also filed with the Universal Service Administrative Company via e-mail to hccerts@usac.org, and with the Georgia Public Service Commission via 2

Federal Express.

If you have any questions regarding this filing, please do not hesitate to contact the undersigned.

Sincerely,

s/ Mary J. Sisak

Mary J. Sisak

Annual 47 CFR 54.313 High-Cost Recipient Report and Certification

Reporting Year:

2012

Date of Filing:

July 2, 2012

Company:

Public Service Telephone Company

1. Outage Information.

The Company is a state-designated ETC and it was required to report on outages in 2011 to the state commission, but not in the format required by the FCC's rule. Accordingly, the Company is filing a copy of the outage report filed with the state commission, attached hereto.

2. Unfulfilled Service Requests.

The Company is a state-designated ETC and this information was not required to be collected during 2011 by the state commission having jurisdiction over the Company. Therefore, it is exempted from inclusion in this report. *See, In the Matter of Connect America Fund, et al.*, WC Docket No. 10-90 et al., 27 FCC Rcd 606, 608 (2011), at paragraph 10.

3. Complaints per 1,000 Connections.

The Company is a state-designated ETC and this information was not required to be collected during 2011 by the state commission having jurisdiction over the Company. Therefore, it is exempted from inclusion in this report. *See, In the Matter of Connect America Fund, et al.*, WC Docket No. 10-90 et al., 27 FCC Rcd 606, 608 (2011), at paragraph 10.

4. Additional Voice Data.

The Company provides the following additional voice data on rates effective June 1, 2012 that fall below the effective Local Urban Rate Floor:

None

5. Certification Pursuant to 54.313(a)(5).

The Company certifies that it is in compliance with applicable service quality standards and consumer protection rules.

6. Certification Pursuant to 54.313(a)(6).

The Company certifies that it is able to function in emergency situations as set forth in §54.202(a)(2) of the Commission's Rules; specifically, that it has a reasonable amount of back-up power to ensure functionality without an external power source, that it is able to reroute traffic around damaged facilities, and that it is capable of managing traffic spikes resulting from emergency situations.

Signed

lames L

litle: <u>President</u>

Date: June 22, 2012

	<u> </u>	414 A D \	/ OF T			-DOD:	T 0			SYSTEM		GEORGI	A 510				
	SUI	MMARY	r OF I	ROUE	SLE RE	=POR				PERIOD		January 2	2011				
							PLA	NT	GROU	PS AND	CODES	3					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARE REPORTS												TOTAL TROUBLE REPORTS	_
Butler	(2)	1,915	0	5	9	0	3	0	0	0	0	0	17	0.89	3	20	1.04
Culloden	-	161	0	0	1	0	0	0	0	0	0	0	1	0.62	1	2	1.24
Lizella	(5)	1,962	0	3	6	0	1	0	0	0	0	0	10	0.51	0	10	0.51
Reynolds	(14)	1,071	0	3	3	0	0	0	0	0	0	0	6	0.56	1	7	0.65
Roberta	(14)	2,514	0	2	10	0	1	0	0	0	0	0	13	0.52	1	14	0.56
Geneva	(8)	658	0	0	4	0	5	0	0	0	0	0	9	1.37	1	10	1.52
Talbotton	-	769	0	0	3	0	1	0	0	0	0	0	4	0.52	1	5	0.65
SYSTEM TOTALS	(43)	9,050	0	13	36	0	11		0	0	0	0	60		8	68	
%			0.00%	19.12%	52.94%	0.00%	16.18%		0.00%	0.00%	0.00%	0.00%	88.24%		11.76%	100%	
INDEX			0.00%	0.14%	0.40%	0.00%	0.12%		0.00%	0.00%	0.00%	0.00%		0.66	0.09		0.75

Formula: Index = Total Troubles X 100
Stations X Months

	<u> </u>		, of t	- D O L L E						SYSTEM		GEORGIA	A 510				
	SUI	MMARY	OFI	ROUE	SLE RE	=POR	15			PERIOD		February	2011				
							PL	4N7	GROU	PS AND	CODES	3					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARE REPORTS												TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX*
Butler	(11)	1,904	0	1	8	0	1	0	0	0	0	0	10	0.53	1	11	0.58
Culloden	(2)	159	0	1	2	0	0	0	0	0	0	0	3	1.89	0	3	1.89
Lizella	(20)	1,942	0	3	6	0	2	0	0	0	0	0	11	0.57	2	13	0.67
Reynolds	(9)	1,062	0	0	5	0	1	0	0	0	0	0	6	0.56	1	7	0.66
Roberta	1	2,515	0	1	8	0	5	0	0	0	0	0	14	0.56	0	14	0.56
Geneva	3	661	0	0	0	0	3	0	0	0	0	0	3	0.45	1	4	0.61
Talbotton	3	772	0	0	2	0	0	0	0	0	0	0	2	0.26	6	8	1.04
SYSTEM TOTALS	(35)	9,015	0	6	31	0	12		0	0	0	0	49		11	60	
%			0.00%	10.00%	51.67%	0.00%	20.00%		0.00%	0.00%	0.00%	0.00%	81.67%		18.33%	100%	
INDEX			0.00%	0.07%	0.34%	0.00%	0.13%		0.00%	0.00%	0.00%	0.00%		0.54	0.12		0.67

	<u> </u>		<i>,</i> 05 5							SYSTEM		GEORGIA	A 510				
	SUI	MMARY	OFI	ROUE	SLE RE	=POR	15			PERIOD		March 20	11				
							PLA	<u>TN</u>	GROU	PS AND	CODES	3					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	CABLE- AERIAL CODE 2	CABLE- BURIED CODE 3		DIAL C.O.E. CODE 5	F	ARRIER PLANT CODE 6	STA. EQUIP. CODE 7	STA. CONN. CODE 8	MISC. PLANT CODE 9	TOTAL TROUBLE CLEARED	_	OTHER REPORTS CODE 0	TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX*
Butler	14	1,918	0	6	13	0	1	0	0	0	0	0	20	1.04	9	29	1.51
Culloden	1	160	0	0	1	0	0	0	0	0	0	0	1	0.63	0	1	0.63
Lizella	(9)	1,933	0	5	13	2	1	0	0	0	0	0	21	1.09	2	23	1.19
Reynolds	(1)	1,061	0	4	7	0	0	0	0	0	0	0	11	1.04	4	15	1.41
Roberta	2	2,517	0	4	20	0	0	0	0	0	0	0	24	0.95	2	26	1.03
Geneva	(2)	659	0	0	6	0	0	0	0	0	0	0	6	0.91	4	10	1.52
Talbotton	(5)	767	0	1	12	0	9	0	0	0	0	1	23	3.00	2	25	3.26
SYSTEM TOTALS	0	9,015	0	20	72	2	11		0	0	0	1	106		23	129	
%			0.00%	15.50%	55.81%	1.55%	8.53%		0.00%	0.00%	0.00%	0.78%	82.17%		17.83%	100%	
INDEX			0.00%	0.22%	0.80%	0.02%	0.12%		0.00%	0.00%	0.00%	0.01%		1.18	0.26		1.43

	<u> </u>		<i>,</i>							SYSTEM		GEORGIA	A 510				
	SUI	MMARY	r OF I	ROUE	SLE RE	=POR	15			PERIOD		April 201	1				
							PL/	<u>TN</u>	GROU	PS AND	CODES	3					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	CABLE- AERIAL CODE 2	CABLE- BURIED CODE 3	WIRE- AERIAL CODE 4	DIAL C.O.E.	F	ARRIER PLANT CODE 6	STA. EQUIP. CODE 7	STA. CONN. CODE 8	MISC. PLANT CODE 9	TOTAL TROUBLE CLEARED	-	OTHER REPORTS CODE 0	TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX*
Butler	21	1,939	0	2	12	0	8	0	1	0	0	0	23	1.19	4	27	1.39
Culloden	(2)	158	0	0	2	0	0	0	0	0	0	0	2	1.27	0	2	1.27
Lizella	(13)	1,920	0	10	11	5	9	0	0	0	0	0	35	1.82	3	38	1.98
Reynolds	(1)	1,060	0	9	5	4	0	0	0	0	0	0	18	1.70	1	19	1.79
Roberta	1	2,518	0	3	21	0	11	0	0	0	0	0	35	1.39	1	36	1.43
Geneva	-	659	0	0	2	0	1	0	0	0	0	0	3	0.46	0	3	0.46
Talbotton	3	770	0	2	2	0	12	0	0	0	0	1	17	2.21	3	20	2.60
SYSTEM TOTALS	9	9,024	0	26	55	9	41		1	0	0	1	133		12	145	
%			0.00%	17.93%	37.93%	6.21%	28.28%		0.69%	0.00%	0.00%	0.69%	91.72%		8.28%	100%	
INDEX			0.00%	0.29%	0.61%	0.10%	0.45%		0.01%	0.00%	0.00%	0.01%		1.47	0.13		1.61

	<u> </u>		, of t	·D 0 1 1 5						SYSTEM		GEORGIA	A 510				
	SUI	MMAR)	OFI	ROUE	SLE RI	=POR	15			PERIOD		May 2011					
							PLA	TN/	GROU	PS AND	CODES	3					
EXCHANGE	GAIN/ LOSS	_	POLE LINE CODE 1														TOTAL REPORT INDEX*
Butler	(17)	1,922	0	1													
Culloden	-	158	0	0	0	0	2	0	0	0	0	0	2	1.27	0	2	1.27
Lizella	(13)	1,907	0	4	8	0	0	0	0	0	0	0	12	0.63	0	12	0.63
Reynolds	(5)	1,055	0	0	5	0	1	0	0	0	0	0	6	0.57	0	6	0.57
Roberta	(14)	2,504	0	4	7	0	0	0	0	0	0	0	11	0.44	1	12	0.48
Geneva	(2)	657	0	0	0	0	0	0	0	0	0	0	0	0.00	1	1	0.15
Talbotton	(3)	767	0	1	4	0	5	0	0	0	0	0	10	1.30	3	13	1.69
SYSTEM TOTALS	(54)	8,970	0	10	28	0	19		0	0	0	0	57		7	64	
%			0.00%	15.63%	43.75%	0.00%	29.69%		0.00%	0.00%	0.00%	0.00%	89.06%		10.94%	100%	
INDEX			0.00%	0.11%	0.31%	0.00%	0.21%		0.00%	0.00%	0.00%	0.00%		0.64	0.08		0.71

	<u> </u>		, o = =							SYSTEM		GEORGIA	A 510				
	SUI	MMAR)	OFI	ROUE	SLE RE	=POR	15			PERIOD		June 201	1				
							PL	AN ⁻	T GROU	PS AND	CODE	S					
EXCHANGE	GAIN/ LOSS	_	POLE LINE CODE 1	AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARED REPORTS 1 CODE 2 CODE 3 CODE 4 CODE 5 NO CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* CODE 0												TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX*
Butler	(29)	1,893	0	5	15	0	27	0	0	0	0	0	47	2.48	6	53	2.80
Culloden	2	160	0	1	1	0	0	0	0	0	0	0	2	1.25	0	2	1.25
Lizella	(8)	1,899	0	6	12	1	46	0	0	0	0	0	65	3.42	1	66	3.48
Reynolds	2	1,057	0	3	6	0	1	0	0	0	0	0	10	0.95	4	14	1.32
Roberta	(10)	2,494	0	3	15	0	34	0	0	0	0	0	52	2.09	5	57	2.29
Geneva	(6)	651	0	0	5	0	8	0	0	0	0	0	13	2.00	3	16	2.46
Talbotton	(6)	761	0	4	7	0	10	0	0	0	0	0	21	2.76	2	23	3.02
SYSTEM TOTALS	(55)	8,915	0	22	61	1	126		0	0	0	0	210		21	231	
%			0.00%	9.52%	26.41%	0.43%	54.55%		0.00%	0.00%	0.00%	0.00%	90.91%		9.09%	100%	
INDEX			0.00%	0.25%	0.68%	0.01%	1.41%		0.00%	0.00%	0.00%	0.00%		2.36	0.24		2.59

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	SU	MMAR	YOF	IROU	RLF K	EPOR	15			PERIOD		July 2011					
							PL	AN ¹	Γ GROU	PS AND	CODE	S					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	-	CABLE- BURIED CODE 3	WIRE- AERIAL CODE 4	DIAL C.O.E.	Ī	ARRIER PLANT CODE 6	STA. EQUIP. CODE 7	STA. CONN.	MISC. PLANT CODE 9	TOTAL TROUBLE CLEARED	_	OTHER REPORTS CODE 0	TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX*
Butler	(15)	1,878	0	4	15	0	0		0	0	0	0	19	1.01	7	26	1.38
Culloden	(1)	159	0	1	3	0	0		0	0	0	0	4	2.52	0	4	2.52
Lizella	(18)	1,881	0	6	15	0	1		0	0	0	0	22	1.17	7	29	1.54
Reynolds	(2)	1,055	0	5	4	0	2		0	0	0	0	11	1.04	4	15	1.42
Roberta	(10)	2,484	0	4	39	0	7		1	0	0	0	51	2.05	4	55	2.21
Geneva	(7)	644	0	0	6	0	6		2	0	0	3	17	2.64	7	24	3.73
Talbotton	(2)	759	0	0	2	0	1		0	0	0	0	3	0.40	0	3	0.40
SYSTEM TOTALS	(55)	8,860	0	20	84	0	17		3	0	0	3	127		29	156	
%			0.00%	12.82%	53.85%	0.00%	10.90%		1.92%	0.00%	0.00%	1.92%	81.41%		18.59%	100%	
INDEX			0.00%	0.23%	0.95%	0.00%	0.19%		0.03%	0.00%	0.00%	0.03%		1.43	0.33		1.76

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	SUI	<u>MMARY</u>	OFI	ROUE	SLE RE	=POR	15			PERIOD		August 2	011				
							PL	AN ⁻	T GROU	PS AND	CODE	S					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARED REPORTS CODE 2 CODE 3 CODE 4 CODE 5 NO CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* CODE 0													TOTAL REPORT INDEX*
Butler	(11)	1,867	0	2	18	1.77	21	54	2.89								
Culloden	(4)	155	0	0	0	0	1		0	0	0	0	1	0.65	0	1	0.65
Lizella	(11)	1,870	1	6	14	0	1		0	0	0	0	22	1.18	4	26	1.39
Reynolds	(6)	1,049	0	1	8	0	1		0	0	0	0	10	0.95	8	18	1.72
Roberta	(12)	2,472	0	2	17	0	3		0	0	0	0	22	0.89	0	22	0.89
Geneva	(10)	634	0	0	2	0	6		0	0	0	0	8	1.26	3	11	1.74
Talbotton	(7)	752	0	1	7	0	1		0	0	0	0	9	1.20	3	12	1.60
SYSTEM TOTALS	(61)	8,799	1	12	66	0	26		0	0	0	0	105		39	144	
%			0.69%	8.33%	45.83%	0.00%	18.06%		0.00%	0.00%	0.00%	0.00%	72.92%		27.08%	100%	
INDEX			0.01%	0.14%	0.75%	0.00%	0.30%		0.00%	0.00%	0.00%	0.00%		1.19	0.44		1.64

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	SUI	<u>MMARY</u>	OFI	KOUE	SLE RE	=POR	18			PERIOD		Septemb	er 2011				
							PL	AN.	T GROU	PS AND	CODE	S					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	E AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARED REPORTS 1 CODE 2 CODE 3 CODE 4 CODE 5 CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* CODE 0												TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX*
Butler	(8)	1,859	0	CODE 2 CODE 3 CODE 4 CODE 5 CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* CODE 0 1 11 0 6 0 0 0 18 0.97 5													1.24
Culloden	1	156	0	0	1	0	1		0	0	0	0	2	1.28	0	2	1.28
Lizella	(16)	1,854	0	5	16	0	6		0	0	0	0	27	1.46	3	30	1.62
Reynolds	-	1,049	0	3	1	0	1		0	0	0	0	5	0.48	3	8	0.76
Roberta	(20)	2,452	0	3	5	0	2		0	0	0	0	10	0.41	1	11	0.45
Geneva	1	635	0	0	3	0	1		0	0	0	0	4	0.63	1	5	0.79
Talbotton	(7)	745	0	0	1	0	0		1	0	0	0	2	0.27	2	4	0.54
SYSTEM TOTALS	(49)	8,750	0	12	38	0	17		1	0	0	0	68		15	83	
%			0.00%	14.46%	45.78%	0.00%	20.48%		1.20%	0.00%	0.00%	0.00%	81.93%		18.07%	100%	
INDEX			0.00%	0.14%	0.43%	0.00%	0.19%		0.01%	0.00%	0.00%	0.00%		0.78	0.17		0.95

	0111	48445	/ OF T	- D O L L D			-			SYSTEM		GEORGIA	A 510				
	SUI	<u>MMARY</u>	OFI	KOUE	SLE RE	=POR	18			PERIOD		October 2	2011				
							PL	AN ⁻	T GROU	PS AND	CODE	S					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARED REPORTS 1 CODE 2 CODE 3 CODE 4 CODE 5 NO CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* CODE 0													TOTAL REPORT INDEX*
Butler	(6)	1,853	0	6	5	0	1		0	0	0	0	12	0.65	3	15	0.81
Culloden	(1)	155	0	1	4	0	1		0	0	0	0	6	3.87	0	6	3.87
Lizella	(19)	1,835	0	13	8	0	7		0	0	0	0	28	1.53	2	30	1.63
Reynolds	(23)	1,026	0	2	2	0	1		0	0	0	0	5	0.49	1	6	0.58
Roberta	(9)	2,443	0	6	10	0	5		0	0	0	0	21	0.86	7	28	1.15
Geneva	(9)	626	0	0	4	0	1		0	0	0	0	5	0.80	2	7	1.12
Talbotton	(3)	742	0	3	2	0	5		0	0	0	0	10	1.35	1	11	1.48
SYSTEM TOTALS	(70)	8,680	0	31	35	0	21		0	0	0	0	87		16	103	
%			0.00%	30.10%	33.98%	0.00%	20.39%		0.00%	0.00%	0.00%	0.00%	84.47%		15.53%	100%	
INDEX			0.00%	0.36%	0.40%	0.00%	0.24%		0.00%	0.00%	0.00%	0.00%		1.00	0.18		1.19

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	SU	MMAR	YOF	IROU	BLE K	EPOR	15			PERIOD		Novembe	er 2011				
							PL	AN	r GROU	PS AND	CODE	S					
	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	CABLE- AERIAL CODE 2	CABLE- BURIED CODE 3	WIRE- AERIAL CODE 4	DIAL C.O.E.	F	ARRIER PLANT CODE 6	STA. EQUIP. CODE 7	STA. CONN. CODE 8		TOTAL TROUBLE CLEARED	TOTAL CLEARED INDEX*	OTHER REPORTS CODE 0	TOTAL TROUBLE REPORTS	
Butler	(20)	1,833	1	3	6	0	6		0	0	0	1	17	0.93	1	18	0.98
Culloden	(1)	154	0	3	2	0	0		0	0	0	0	5	3.25	0	5	3.25
Lizella	(12)	1,823	0	6	12	0	1		0	0	0	0	19	1.04	1	20	1.10
Reynolds	(14)	1,012	0	2	4	0	2		0	0	0	0	8	0.79	1	9	0.89
Roberta	(10)	2,433	0	3	9	0	3		0	0	0	0	15	0.62	1	16	0.66
Geneva	(10)	616	0	1	2	0	0		0	0	0	0	3	0.49	0	3	0.49
Talbotton	(9)	733	0	0	3	0	0		0	0	0	0	3	0.41	0	3	0.41
SYSTEM TOTALS	(76)	8,604	1	18	38	0	12		0	0	0	1	70		4	74	
%			1.35%	24.32%	51.35%	0.00%	16.22%		0.00%	0.00%	0.00%	1.35%	94.59%		5.41%	100%	
INDEX			0.01%	0.21%	0.44%	0.00%	0.14%		0.00%	0.00%	0.00%	0.01%		0.81	0.05		0.86

			, o = =				-			SYSTEM		GEORGIA	A 510				
	SUI	<u>MMAR</u>	OFI	ROUE	SLE RE	=POR	15			PERIOD		Decembe	er 2011				
							PL	AN ⁻	T GROU	PS AND	CODE	S					
EXCHANGE	GAIN/ LOSS	ACCESS LINES IN SERVICE	POLE LINE CODE 1	AERIAL BURIED AERIAL C.O.E. PLANT EQUIP. CONN. PLANT TROUBLE CLEARED REPORTS CODE 2 CODE 3 CODE 4 CODE 5 NO CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* CODE 0													TOTAL REPORT INDEX*
Butler	(5)	1,828	0	E1 CODE 2 CODE 3 CODE 4 CODE 5 NO CODE 6 CODE 7 CODE 8 CODE 9 CLEARED INDEX* 3 6 0 3 0 0 0 0 12 0.66													0.93
Culloden	(2)	152	0	0	0	0	0		0	0	0	0	0	0.00	0	0	0.00
Lizella	(12)	1,811	0	4	10	0	0		0	0	0	0	14	0.77	2	16	0.88
Reynolds	(9)	1,003	0	2	0	0	3		0	0	0	0	5	0.50	1	6	0.60
Roberta	(7)	2,426	0	4	10	0	4		0	0	0	0	18	0.74	2	20	0.82
Geneva	(2)	614	0	0	1	0	1		0	0	0	0	2	0.33	2	4	0.65
Talbotton	(7)	726	0	0	2	0	0		0	0	0	0	2	0.28	0	2	0.28
SYSTEM TOTALS	(44)	8,560	0	13	29	0	11		0	0	0	0	53		12	65	
%			0.00%	20.00%	44.62%	0.00%	16.92%		0.00%	0.00%	0.00%	0.00%	81.54%		18.46%	100%	
INDEX			0.00%	0.15%	0.34%	0.00%	0.13%		0.00%	0.00%	0.00%	0.00%		0.62	0.14		0.76

Formula: Index = Total Troubles X 100
Stations X Months

EXCHANGE: BUTLER 478-862

	TOTAL	TOTAL	PERCENT	TROUBLE	TROUBLE	COMMISSION	
MONTH	ACCESS LINES PARTY LINES		PARTY LINES	REPORTS	INDEX	STANDARD	
JANUARY	1,915	0	0.00%	20	1.04%	4.00%	
FEBRUARY	1,904	0	0.00%	11	0.58%	4.00%	
MARCH	1,918	0	0.00%	29	1.51%	4.00%	
APRIL	1,939	0	0.00%	27	1.39%	4.00%	
MAY	1,922	0	0.00%	18	0.94%	4.00%	
JUNE	1,893	0	0.00%	53	2.80%	4.00%	
JULY	1,878	0	0.00%	26	1.38%	4.00%	
AUGUST	1,867	0	0.00%	33	1.77%	4.00%	
SEPTEMBER	1,859	0	0.00%	23	1.24%	4.00%	
OCTOBER	1,853	0	0.00%	15	0.81%	4.00%	
NOVEMBER	1,833	0	0.00%	18	0.98%	4.00%	
DECEMBER	1,828	0	0.00%	17	0.93%	4.00%	
				AVERAGE IDX	1.28%	4.00%	

EXCHANGE: <u>CULLODEN</u> <u>478-885</u>

	TOTAL	TOTAL	PERCENT	TROUBLE	TROUBLE	COMMISSION
MONTH	ACCESS LINES	PARTY LINES	PARTY LINES	REPORTS	INDEX	STANDARD
JANUARY	161	0	0.00%	2	1.24%	4.00%
FEBRUARY	159	0	0.00%	3	1.89%	4.00%
MARCH	160	0	0.00%	1	0.63%	4.00%
APRIL	158	0	0.00%	2	1.27%	4.00%
MAY	158	0	0.00%	2	1.27%	4.00%
JUNE	160	0	0.00%	2	1.25%	4.00%
JULY	159	0	0.00%	4	2.52%	4.00%
AUGUST	155	0	0.00%	1	0.65%	4.00%
SEPTEMBER	156	0	0.00%	2	1.28%	4.00%
OCTOBER	155	0	0.00%	6	3.87%	4.00%
NOVEMBER	154	0	0.00%	5	3.25%	4.00%
DECEMBER	152	0	0.00%	0	0.00%	4.00%
				AVERAGE IDX	1.59%	4.00%

EXCHANGE: <u>LIZELLA</u> <u>478-935</u>

	TOTAL	TOTAL	PERCENT	TROUBLE	TROUBLE	COMMISSION	
MONTH	ACCESS LINES PARTY LIN		PARTY LINES	REPORTS	INDEX	STANDARD	
JANUARY	1,962	0	0.00%	10	0.51%	4.00%	
FEBRUARY	1,942	0	0.00%	13	0.67%	4.00%	
MARCH	1,933	0	0.00%	23	1.19%	4.00%	
APRIL	1,920	0	0.00%	38	1.98%	4.00%	
MAY	1,907	0	0.00%	12	0.63%	4.00%	
JUNE	1,899	0	0.00%	66	3.48%	4.00%	
JULY	1,881	0	0.00%	29	1.54%	4.00%	
AUGUST	1,870	0	0.00%	26	1.39%	4.00%	
SEPTEMBER	1,854	0	0.00%	30	1.62%	4.00%	
OCTOBER	1,835	0	0.00%	30	1.63%	4.00%	
NOVEMBER	1,823	0	0.00%	20	1.10%	4.00%	
DECEMBER	1,811	0	0.00%	16	0.88%	4.00%	
				AVERAGE IDX	1.38%	4.00%	

EXCHANGE: REYNOLDS 478-847

	TOTAL	TOTAL	PERCENT	TROUBLE	TROUBLE	COMMISSION	
MONTH	ACCESS LINES	PARTY LINES	PARTY LINES	REPORTS	INDEX	STANDARD	
JANUARY	1,071	0	0.00%	7	0.65%	4.00%	
FEBRUARY	1,062	0	0.00%	7	0.66%	4.00%	
MARCH	1,061	0	0.00%	15	1.41%	4.00%	
APRIL	1,060	0	0.00%	19	1.79%	4.00%	
MAY	1,055	0	0.00%	6	0.57%	4.00%	
JUNE	1,057	0	0.00%	14	1.32%	4.00%	
JULY	1,055	0	0.00%	15	1.42%	4.00%	
AUGUST	1,049	0	0.00%	18	1.72%	4.00%	
SEPTEMBER	1,049	0	0.00%	8	0.76%	4.00%	
OCTOBER	1,026	0	0.00%	6	0.58%	4.00%	
NOVEMBER	1,012	0	0.00%	9	0.89%	4.00%	
DECEMBER	1,003	0	0.00%	6	0.60%	4.00%	
				AVERAGE IDX	1.03%	4.00%	

EXCHANGE: ROBERTA 478-836

	TOTAL	TOTAL	PERCENT	TROUBLE	TROUBLE	COMMISSION	
MONTH	ACCESS LINES	PARTY LINES	PARTY LINES	REPORTS	INDEX	STANDARD	
JANUARY	2,514	0	0.00%	14	0.56%	4.00%	
FEBRUARY	2,515	0	0.00%	14	0.56%	4.00%	
MARCH	2,517	0	0.00%	26	1.03%	4.00%	
APRIL	2,518	0	0.00%	36	1.43%	4.00%	
MAY	2,504	0	0.00%	12	0.48%	4.00%	
JUNE	2,494	0	0.00%	57	2.29%	4.00%	
JULY	2,484	0	0.00%	55	2.21%	4.00%	
AUGUST	2,472	0	0.00%	22	0.89%	4.00%	
SEPTEMBER	2,452	0	0.00%	11	0.45%	4.00%	
OCTOBER	2,443	0	0.00%	28	1.15%	4.00%	
NOVEMBER	2,433	0	0.00%	16	0.66%	4.00%	
DECEMBER	2,426	0	0.00%	20	0.82%	4.00%	
				AVERAGE IDX	1.04%	4.00%	

EXCHANGE: GENEVA 706-269

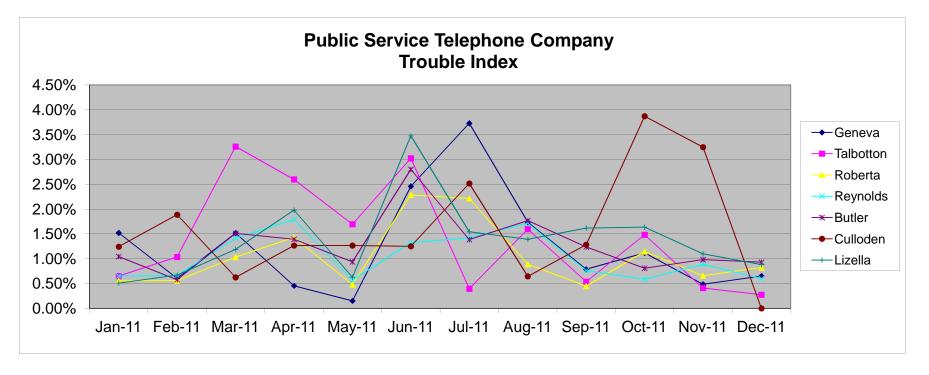
	TOTAL TOTAL		PERCENT	TROUBLE	TROUBLE	COMMISSION	
MONTH	ACCESS LINES	PARTY LINES	PARTY LINES	REPORTS	INDEX	STANDARD	
JANUARY	658	0	0.00%	10	1.52%	4.00%	
FEBRUARY	661	0	0.00%	4	0.61%	4.00%	
MARCH	659	0	0.00%	10	1.52%	4.00%	
APRIL	659	0	0.00%	3	0.46%	4.00%	
MAY	657	0	0.00%	1	0.15%	4.00%	
JUNE	651	0	0.00%	16	2.46%	4.00%	
JULY	644	0	0.00%	24	3.73%	4.00%	
AUGUST	634	0	0.00%	11	1.74%	4.00%	
SEPTEMBER	635	0	0.00%	5	0.79%	4.00%	
OCTOBER	626	0	0.00%	7	1.12%	4.00%	
NOVEMBER	616	0	0.00%	3	0.49%	4.00%	
DECEMBER	614	0	0.00%	4	0.65%	4.00%	
				AVERAGE IDX	1.27%	4.00%	

EXCHANGE: <u>TALBOTTON</u> 706-665

	TOTAL	TOTAL	PERCENT	TROUBLE	TROUBLE	COMMISSION	
MONTH	ACCESS LINES PARTY LINES		PARTY LINES	REPORTS	INDEX	STANDARD	
JANUARY	769	0	0.00%	5	0.65%	4.00%	
FEBRUARY	772	0	0.00%	8	1.04%	4.00%	
MARCH	767	0	0.00%	25	3.26%	4.00%	
APRIL	770	0	0.00%	20	2.60%	4.00%	
MAY	767	0	0.00%	13	1.69%	4.00%	
JUNE	761	0	0.00%	23	3.02%	4.00%	
JULY	759	0	0.00%	3	0.40%	4.00%	
AUGUST	752	0	0.00%	12	1.60%	4.00%	
SEPTEMBER	745	0	0.00%	4	0.54%	4.00%	
OCTOBER	742	0	0.00%	11	1.48%	4.00%	
NOVEMBER	733	0	0.00%	3	0.41%	4.00%	
DECEMBER	726	0	0.00%	2	0.28%	4.00%	
				AVERAGE IDX	1.41%	4.00%	

Public Service Telephone Company Summary of Troubles - 2011 Trouble Percentage

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Geneva	1.52%	0.61%	1.52%	0.46%	0.15%	2.46%	3.73%	1.74%	0.79%	1.12%	0.49%	0.65%
Talbotton	0.65%	1.04%	3.26%	2.60%	1.69%	3.02%	0.40%	1.60%	0.54%	1.48%	0.41%	0.28%
Roberta	0.56%	0.56%	1.03%	1.43%	0.48%	2.29%	2.21%	0.89%	0.45%	1.15%	0.66%	0.82%
Reynolds	0.65%	0.66%	1.41%	1.79%	0.57%	1.32%	1.42%	1.72%	0.76%	0.58%	0.89%	0.60%
Butler	1.04%	0.58%	1.51%	1.39%	0.94%	2.80%	1.38%	1.77%	1.24%	0.81%	0.98%	0.93%
Culloden	1.24%	1.89%	0.63%	1.27%	1.27%	1.25%	2.52%	0.65%	1.28%	3.87%	3.25%	0.00%
Lizella	0.51%	0.67%	1.19%	1.98%	0.63%	3.48%	1.54%	1.39%	1.62%	1.63%	1.10%	0.88%



Public Service Telephone Company Summary of Troubles - 2011 Trouble Count

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
Geneva	10	4	10	3	1	16	24	11	5	7	3	4
Talbotton	5	8	25	20	13	23	3	12	4	11	3	2
Roberta	14	14	26	36	12	57	55	22	11	28	16	20
Reynolds	7	7	15	19	6	14	15	18	8	6	9	6
Butler	20	11	29	27	18	53	26	33	23	15	18	17
Culloden	2	3	1	2	2	2	4	1	2	6	5	-
Lizella	10	13	23	38	12	66	29	26	30	30	20	16

